

**THE TULALIP TRIBES**  
**TGO/QCC/BINGO**  
**Job Description**

**JOB TITLE:** Overnight Bellman

**POSITION NUMBER:** TGO 320-10

**NOTE:** Sections in box are minimum requirements that all applicants must have to be considered for this job. These requirements must be stated on your application to be considered for this position.

The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.

**EDUCATION:**

- ☐ High School Diploma or GED equivalent preferred.  
\*If applicant does not meet this education requirement, employer will allow 6 months from date of hire to meet this job requirement, as a condition of employment.
- ☐ Currently enrolled in the Tribal Enterprise Management Program preferred.

**SKILLS:**

- ☐ Must have excellent communication skills and guest service approach in dealing with guests and/or team members.
- ☐ Must have excellent organizational, verbal, interpersonal, and guest relation skills
- ☐ Ability to maintain composure, think clearly, and perform well under pressure working in a fast paced environment.
- ☐ Must be computer literate, with a knowledge of Microsoft Office, Word, and Excel.
- ☐ Must be able to adapt to working the overnight shift.
- ☐ Must be able to follow verbal and written instructions.
- ☐ Must be able to handle multiple priorities and tasks.

**EXPERIENCE:**

- ☐ Minimum of one (1) year experience working in a guest service field.
- ☐ Prior experience working in a hotel and/or motel environment preferred.

**OTHER REQUIREMENTS:**

- ☐ Must have the tolerance and patience for dealing with upset, angry, frustrated, and/or intoxicated guests.
- ☐ Must be able to work in a culturally diverse environment.
- ☐ Must be comfortable working alone overnight.
- ☐ Must be willing to attend progressive related training as deemed necessary.
- ☐ Will be responsible for the deliverance of the highest level of guest service to all guests, VIP's, and co-workers.
- ☐ Must attend mandatory guest service training.
- ☐ Must be able to successfully complete either a tribal, state, or federal background investigation.
- ☐ Must be able to obtain a Hotel permit per Regulation 12 with the Tulalip Gaming Agency.
- ☐ Must be able to work any shift assigned to include days, swing, grave, weekends and/or holidays.
- ☐ Must have successful employment history with the Tulalip Tribes and/or other employers.

**Physical Characteristics and/or Prerequisites:**

- ☐ Manual and finger dexterity for the operation of a personal computer, routine paperwork, and handling of luggage.
- ☐ Must be able to stand and/or walk for prolonged periods of time.
- ☐ Ability to lift objects weighing up to 50 lbs. on an occasional basis.
- ☐ Ability to push and/or pull up to 100 lbs. on a rolling cart.
- ☐ Must have the ability to lift heavy objects overhead.
- ☐ Tolerance to be exposed to a smoke filled environment.

**Tribal Department:** Hotel

**Employee Classification:** Non-exempt

**Job Summary:** Serves as official greeter and escort of arriving guests and visitors. Greets, opens doors, and assists guests with luggage to and from rooms as specified in a courteous and efficient manner. Answers questions regarding the Resort Casino and local area.

**Employee Reports To:** Guest Services Supervisor or designee

**Extent of Job Authority:** Under the direction of the Guest Services Supervisor, assists with guest arrival and departure in accordance with established policies and procedures.

**Specific Duties Performed:**

1. Serves as the official greeter and escort of arriving guests and visitors.
2. Greets, opens doors, and assists arriving and departing guests with luggage to and from rooms.
3. Responsible for placing all luggage in the guest room.
4. Turns on the lights upon entering the guest room.
5. Points out special features of the room, i.e., TV controls, temperature controls, wet bar, room service menu, telephone services, etc.
6. Informs the guest about the security guidelines on the back of guest room door and informs them of the closest fire exits.
7. Informs the guest of any specials or pertinent information associated with their stay.
8. Offers to fill guest's ice bucket.
9. Delivers any packages for the guest and performs other errands as requested.
10. Develops and maintains relationships with the guest to provide maximum personalized guest service.
11. Maintains a positive and professional attitude at all times.
12. Upholds the Tulalip Resort Casino's Commitment to Hospitality.
13. Demonstrates positive working relationships and communication skills conducive to a professional and friendly work environment with all departments.
14. Resolves and/or refers to Guest Services Supervisor all guest requests, concerns, complaints, and suggestions in a quick, efficient, and courteous effort to provide exceptional guest service.
15. Observes and reports any unusual persons or activities to the Guest Services Supervisor.
16. Delivers Newspapers overnight to all Hotel Guestrooms.
17. Nightly cleaning of Bell Desk, Bell Closet, and Bell Carts.
18. Organization of Daily Bell Desk Forms and Logs.
19. Wellness Checks of guests in Hotel Guestrooms.
20. Ensures the safety and security of guests and team members.
21. Adheres to all department and resort policies.
22. Performs and assists with other duties as assigned.

**Terms of Employment:** This is a Regular Full-time position, requiring 40 hours per week or 2080 hours per year.

**Pay Rate:** \$9.92 per hour plus gratuities

**Opening Date:** December 8, 2010

**Closing Date:** December 22, 2010 @ 4:00 pm

**Please return your completed application to the Tulalip Resort Casino Receptionist by the closing date and time.**

***\* Required documents must be submitted prior to interviewing\****